

St. Anne Centre's Family Council Handbook

“Working together toward excellence in
health and wellness.”



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Welcome!

Dear Family Members and Friends,

Thank you for entrusting the care of your family member to St. Anne Centre. Families continue to play a huge role in the care that is provided to their loved one, and we respect and value your input. Becoming involved in Family Council provides an opportunity for family members to work on improving the quality of care that is delivered. The following booklet will provide you with an overview of Family Council and how your involvement will make a difference for the residents of St. Anne Centre.

Lynn LeBlanc, RN CEO

St. Anne Centre

What is Family Council?

Family Council is a forum for friends and family of residents to share experiences, learn, and exchange information. Family Councils provide a mechanism for dialogue, support, processing concerns, and education.

Family Council helps support two-way communication with the facility. The Council plays an important role in improving the overall quality of life for the residents.

Members of Council act as advocates to focus on facility-wide concerns and make improvements for all residents.

When a new resident is admitted to a facility, it is a big adjustment for them and their family. Through the Family Council, family members have access to the support and encouragement they need. Sharing with others who are experiencing similar feelings can help family members cope.



Families visiting the facility have a different perspective than staff. They can often see how even small improvements could enhance the experience of all residents!

The Council can invite guest speakers to make a presentation at a meeting. This is an excellent way to educate families on a variety of subjects – including dementia, depression, and abuse. It is also a good way of introducing new models of service delivery.

Meetings are held twice a year and the CEO will be in attendance.

Family Council Terms of Reference

Philosophy

To improve the quality of life of all residents at St. Anne Centre by promoting an atmosphere of respect, collaboration, sensitivity, caring, and support among residents, staff, volunteers, friends, and family members.

Purpose

- a) Enhance the communication and education of families.
- b) Focus on opportunities to improve the life of the residents.
- c) Provide educational opportunities for families to enhance their understanding of the experience of residents in care.
- d) Provide mutual support for all residents and their families.
- e) Promote a positive attitude towards aging and the role of residents' families.
- f) Provide a forum for discussion and resolution regarding concerns and complaints and take action as appropriate.
- g) To welcome families of new residents.

Membership

Membership is open to all family members and representatives of persons in care who live at St. Anne Centre. While more than one representative per resident is welcomed to participate, when decisions are required by the committee, only one representative per resident may vote.

Positions and Duties

Members shall be selected for positions as needed (to be determined by the membership) in order to carry out the functions of the Council.

Designates will be responsible for:

- a) Facilitating meetings
- b) Recording, distributing, and posting meeting minutes
- c) Organizing and coordinating activities/events/education sessions

Selection

Selection of Council positions shall be by vote of the membership as per term identified above.

Membership Terms

Terms of these positions will be for one year, with the opportunity to re-elect for an additional one-year term.

Subcommittees to carry out specific projects/functions may be formed as needed, under the direction of the council.



Conducting Meetings

Meetings shall maintain a regular schedule at a time identified to be appropriate by the membership. A frequency of not less than (2) two per year is recommended.

Decision Making

All meetings will be carried out with members in attendance. Any decisions will be determined by vote, (one vote per family) with the majority vote being accepted. A vote will be conducted by polling at least 50% plus one.

Confidentiality

The Code of Conduct will be signed by all attendees annually. Signature of this document indicates agreement to adhere both to the code of conduct and to rules of confidentiality.

Amendments to the Terms

Amendments may be made to these terms at any regular meeting of the Council, by 2/3 vote among those present providing the suggested changes have been presented at the previous Council meeting.

Code of Conduct

Individual actions of Family Council Members reflect on the Council as a whole. The actions of all members should ensure that Family Council maintains its respect. The reputation and image of the Council should be considered in each member's communications and actions.

Family Council Members will...

- Show respect, sensitivity, and consideration for all persons you meet at St. Anne Centre (residents, staff, visitors, and volunteers).
- Respect resident privacy and confidentiality of information discussed at Family Council Meetings.
- Avoid making judgements on any situation in the absence of the facts.
- Recognize that all persons are unique individuals.
- Respects that each resident and family member has the opportunity to advocate on their own behalf.
- Understand that the intent of advocacy is to actively speak out on behalf of their family alone.
- Follow the communication chain of command when addressing concerns.
- Recognize that idle, sensational, or groundless talk (gossip) about any person is harmful and hurtful.
- Know and follow St. Anne Centre rules.
- Lead by example.

I, _____ agree to this Code of Conduct.

Resident Bill of Rights

St. Anne Centre is committed to maintaining the quality of life of its residents through meeting the essential needs – mental, physical, spiritual, emotional, and social.

Environment: Residents have the right to a comfortable and safe “home away from home” environment.

Quality of Care: Residents have the right to quality care by competent staff, to be informed of treatments and have a voice in the decision making of the care.

Independence: Residents have the right to maintain their independence by means of active participation in facility programming and through ongoing support and stimulation.

Privacy: Residents have the right to as much privacy as we can provide as they receive care and go about their activities of daily living.

Confidentiality: Residents have the right to confidentiality of their health, personal and financial information

Spirituality: Residents have the right to practice their spiritual beliefs and to have these respected.

Finances: Residents have the right to manage their retained income/comfort fund as they see fit.

Dignity and Respect: Residents have the right to be treated at all times with dignity and respect.

Mission Statement

St. Anne Centre is committed to promoting excellence in health care and to meeting changing health care needs in collaboration with our community and health care providers.

Vision

Working Together Toward Excellence in Health and Wellness

Guiding Principles

People come first: All people will be treated with respect and dignity. We are committed to ensure that our conduct earns the respect and trust of our community and the people we serve.

Accountability: We are accountable for our actions and the management of all resources. We make informed decisions in the best interest of the people we serve. We accept responsibility for our decisions and actions.

Quality improvement and safety: We are committed to achieve better outcomes. We work toward system improvement and safety in client care and operations. We continually monitor and evaluate programs, services and processes, and implement quality improvement measures to ensure high performance levels.

Collaboration: We work together with our partners and other stakeholders to achieve improved services.

Engagement: Clients and families are involved in making decisions regarding their care.

Transparency: We are committed to be open, honest, and accountable.

Philosophy of Long Term Care

- We believe in a resident-focused model of care which maintains and enhances the quality of life for each individual resident.
- We provide a resident-focused living environment in a home-away-from-home atmosphere.
- We strive to maximize independence and individual strengths and capabilities to promote the health of the body, mind, and spirit.
- We support residents' participation in their Resident Council and value Council's contribution to decisions and evaluations at St. Anne Centre.
- We strive for continuous quality improvement through communication, productive interdisciplinary team work, mutual pride and respect between staff, volunteers, residents, and the community.
- Our dedicated staff and volunteers provide the residents with quality professional care and personal services.

